

CONGRATULATIONS! GOOD WORK FROM THE STAFF!

Service from student workers in the library

	<u>2007</u>	<u>2006</u>	<u>% Improvement</u>
A (Excellent)	50.8%	41.0%	+9.8%
B (Above average)	24.8%	22.4%	+2.4%
C (Average)	8.4%	12.4%	-4.0%
D (Below average)	1.6%	1.5%	-0.1%
F (Failing)	0.5%	0.5%	Same
Not sure	13.5%	21.7%	-8.2%

GOOD JOB! THANKS FOR GIVING OTHER STUDENTS GOOD SERVICE IN THE LIBRARY!

Service from Librarians and Library Staff

	<u>2007</u>	<u>2006</u>	<u>% Improvement</u>
A (Excellent)	58.7%	62.0%	-3.3%
B (Above average)	23.7%	27.1%	-4.6%
C (Average)	5.6%	3.8%	+1.8%
D (Below average)	0.5%	0%	-0.5%
F (Failing)	1.1%	0.5%	+0.6%
Not sure	10.1%	5.8%	+4.3%

NOTHING TO WORRY ABOUT HERE. WE'RE STILL SHOWING 84% Above average or excellent responses for 2007. Excluding the "not sure" answers, we had 65% A's and 22% B's (totaling 87% above average or excellent)!

Service at the AV/Reserves Desk on the Martin Campus

	<u>2007</u>	<u>2006</u>		<u>% Improvement</u>	
		<u>AV</u>	<u>Res</u>	<u>AV</u>	<u>Res</u>
A (Excellent)	52.5%	31.7%	45.7%	+20.8	+14.8%
B (Above average)	23.7%	26.3%	24.0%		
C (Average)	5.6%	2.3%	5.4%		
D (Below average)	0.5%	0.5%	0%		
F (Failing)	1.1%	0%	0%		
Not sure	10.1%	38.7%	24.0%		

EXCELLENT RESPONSES!

Service at the Circulation Desk (didn't ask this question last year)

	<u>2007</u>
A (Excellent)	61.0%
B (Above average)	19.2%
C (Average)	6.7%
D (Below average)	1.1%
F (Failing)	0.5%
Not sure	11.2%

GREAT WORK! KEEP IT UP!

Sorry – I couldn't pull out the Fredd service areas separately, but they're included in these responses!

THE RESULTS ARE IN! IMPROVEMENTS IN FACULTY OPINIONS!

Help/Service I Receive from Library Faculty and Staff

	<u>2007</u>		<u>2006</u>	<u>% Change</u>	
Excellent	71%	Strongly Agree	25.0%	+46%	*
Good	26.3%	Agree	38.8%	-12.5%	
Fair	0%	Disagree	0%	0%	
Poor	0%	Strongly Disagree	0%	0%	
Don't Know	2.6%	Neutral	30.5%	-27.9%	

* ***This looks fabulous, but***, to be realistic, it may be a matter of wording change. The question from 2006 was worded "How strongly do you agree or disagree with the following statements: When using the Internet and other electronic resources in the library, I receive good assistance from the staff and librarians."

Help/Service I Receive from Student Assistants

	<u>2007</u>		<u>2006</u>	<u>% Change</u>	
Excellent	28.9%	Strongly Agree	22.2%	+6.7%	
Good	44.7%	Agree	36.1%	+8.6%	
Fair	5.2%	Disagree	2.9%	+2.3%	
Poor	0%	Strongly Disagree	11.1%	+11.1%	
Don't Know	21.0%	Neutral	27.7%	-6.7%	

The question from 2006 was worded "How strongly do you agree or disagree with the following statements: I receive good service from work study students."

CONGRATULATIONS STUDENTS - Increases in satisfaction from faculty and students this year!

Service at the AV/Reserves Desk on the Martin Campus

	<u>AV Scheduling & Delivery</u>	<u>Placing Materials on Reserve</u>
Excellent	60.5%	44.7%
Good	26.3%	26.3%
Fair	0%	10.5%
Poor	0%	2.6%
Don't Know	13.1%	15.7%

The questions are too dissimilar with last year's questions to compare results. ***Overall – mighty good!***

SATISFACTION WITH OVERALL LIBRARY SERVICES AT SHELTON STATE*

<u>2007</u>	
1 (Not Satisfied at All)	0%
2 (Somewhat Satisfied)	2.6%
3 (Satisfied)	34.2%
4 (Very Satisfied)	63.1%

<u>2006</u>	
1 (Low)	8.3%
2 (Below Average)	0%
3 (Average)	19.4%
4 (Above Average)	33.3%
5 (High)	36.6%

* I promise to use the same scale next year for better comparisons! ***These are good, consistent results.***